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I hereby certify that this correspondence is being deposited with the U.S. Postal Service with sufficient postage as First Class Mail, in an envelope addressed to: Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.  
Dated: July 30, 2003  
Signature: WJ Kramer  
(William J. Kramer)

Docket No.: 28594/39468  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Alvin J. Borthwick

Application No.: 10/608,711

Group Art Unit: Not Yet Assigned

Filed: June 27, 2003

Examiner: Not Yet Assigned

For: System for Managing Requests and  
Method of Managing Requests

**ASSERTION OF SMALL ENTITY STATUS UNDER 37.C.F.R. §1.27(c) AND  
REQUEST FOR REFUND UNDER §1.28**

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

The undersigned hereby asserts, in accordance with 37 C.F.R. §1.28(c), that small entity status is entitled to be asserted in this application. Small entity status should therefore be established in the application.

The Applicant also hereby respectfully requests a refund of \$375.00 for the overpayment of the utility application filing fee for a large entity. The small entity fee of \$375.00 should have been submitted. This refund request is made in accordance with 37 C.F.R. §1.28(a) and (b). This refund request is timely filed within three months of the mistaken payment of the large entity filing fee.

Application No.: 10/608,711

Docket No.: 28594/39468

The Commissioner is hereby authorized to credit the refund to Deposit Account No. 13-2855 of the Applicant's representative.

Dated: July 30, 2003

Respectfully submitted,

By: WJ Kramer  
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